

## **TEAM LEADER (COMMUNITY BASED SERVICES)**

### **Identifying Facts**

Current Job Title:	Team Leader
Service Sector:	Community Based Service's
Organisational Relationships:	Reports to Service Manager
Line Manages:	Support Workers Assistant Support Workers
Essential Qualifications:	Must be willing to attain SVQ 3 or 4 or equivalent

### **Job Purpose**

To ensure customers are receiving the appropriate care and support and that they have access to the resources provided in their local communities.

### **Major Tasks**

1. Staff management, supervision and development
2. Rota compilation
3. Health and Safety
4. Compiling and checking care and support plans for customers
5. Liaising with families, health and care professionals and social workers
6. On call duties

### **Main Activities**

#### **1. Staff management, supervision and development:**

- 1.1. Observe staff in the workplace comparing their behaviours to those specified by the SSSC Codes of Practice and National Care Standards.
- 1.2. Monitoring staff recording in customer's daily care notes/ records (e.g.: medication, financial records, etc) in order to ensure a consistent approach to customer support and that procedures have been followed appropriately.
- 1.3. Planning and/or carrying out interviews with potential candidates under instruction and guidance from Management and assisted by Administration Department.

1.4. Assisting newcomers adjusting to their new working environment by:

- Taking part in planning and delivery of induction training
- Monitoring individual staff during probationary period, holding probationary reviews and completing probationary period decision forms
- Managing staff carrying out the Valuing People Workbook as part of their probationary period (introduction, monitoring process, assessing)
- Contractual and other written information (e.g.: Valuing people workbook)

And providing new staff with:

- Organisational information (e.g.: safety procedures, facilities, etc.)
- Job information (e.g.: duties and responsibilities, procedural manuals, lines of reporting and supervision, etc.)
- Access to and understanding of relevant customer information (e.g.: care plans, risk assessments) and instructing staff to become familiar with the documents and ensure consistent support
- Arranging work shadowing (e.g.: Gastrostomy feeding procedures, Catheterisation, etc.)

1.5. Ask stakeholders (e.g. customers, families, and other staff) for feedback regarding staff members.

1.6. Under guidance of manager Plan implement and update a training schedule to ensure all staff receive the required training (specified by policy and the requirements in the care plan) for the role and the customers they are supporting.

1.7. Notify staff of any requirement to attend training including available dates and times, use online booking system to request training and record on ISIS once training has taken place.

1.8. Discussing with staff in either an informal or formal basis (e.g. supervision or quarterly reviews) the observations, feedback from others and national care standards to adjust or affirm staff behaviours.

- 1.9. Notify recurring or particularly serious or positive matters to the service manager. Logging all incidents and accidents on an online incident form on ISIS.
- 1.10. Ensuring sufficient staff covers by preparing, monitoring and updating staffing rota.
- 1.11. Under guidance from Line Manager and Human Resources, support Absence / Performance Management processes by:
- Carrying out absence support meetings, stress risk assessments, return to work interviews
  - Carrying out Management Support meetings, compiling evidence statements/ reports and reviewing performance management action plans.

## **2. Rota Compilation**

- 2.1. Create a flexible rota in order to meet the changing needs / requirements of customers and staff which imply:
- Request all relief staff to complete an availability request form on a monthly basis in order to find out the days and times they would like to work. Once completed forms have been completed and received, input all information in an Excel sheet.
  - Send "Service Request" form to customers in a monthly basis in order to find out what days and time of support or check hours of support required from initial assessment from referral (e.g.: a new customers).
  - Upon receipt of relevant information (details regarding relief staff availability, customer's request of support hours, initial assessment forms) produce Master Rota by collating all information and appropriately assigning staff to individual customers. When undertaking this activity, several factors must be taken into account:
    - Customers' preferences
    - Gender issues
    - Staff medical appointments
    - Scheduled Training

- Annual Leave
- Sickness
- Once Master Rota has been compiled, input data into ISIS database and compare each staff members schedule against Master Rota in order to check whether data entry mistakes have been made.
- Print and post customers' rotas ensuring that all relevant documents required to monitor their support are enclosed (MAR sheet, domestic rota, vehicle checklist, medication checklist, etc).

### **3. Health and Safety**

#### 3.1. Risk Assessments

- Follow the risk assessment procedure to manage risks by looking for hazards, identifying who could be harmed and what that harm may be.
- Compare the consequence and likelihood of harm to the descriptors of both in the risk assessment matrix to identify the risk level.
- Discuss with others what hazards may exist and what can be done to remove, reduce or mitigate risks.
- Record findings in the prescribed format and issue the draft to service manager for approval.
- Once approved communicate verbally or in writing the risk assessment to those who could be harmed.
- Repeat the process when the hazards change.

#### 3.2. Safe Assistance Co-ordinator

- Liaise with families and health care professionals in order to develop moving and handling plans tailored to the needs of each individual customer.
- Asses the risks from moving and handling, introduce precautions to reduce that risk and explain to relevant staff what is expected from them.
- Review moving and handling plans in accordance to the person's physical and emotional development and adjust procedures if required.

#### 3.3. Health and Safety (H&S) Representative

Representing service staff on health and safety issues which entails:

- Attending H&S training courses and meetings
- Representing staff on Health and Safety meetings and share information regarding H&S issues with them
- Investigating complaints made by staff about their health, safety or welfare in the workplace and take appropriate steps to address these

#### 3.4. Safety checks

- Directly carrying out and/or monitoring H&S checks (e.g.: fire systems, support equipment, food hygiene) and take appropriate action as per procedures.

### **4. Compiling and checking care and support plans for customers**

#### 4.1. Upon receipt of referral, handling the whole referral process which implies:

- Arranging to meet with the referral source (e.g.: Local Authority)
- Arranging to meet with the customer and his/her family in order assess their needs and determine the amount and structure of support they require
- Provide information to the customer and his/her family/carers about the service and about the staff members who could potentially best suit the customers' needs and preferences
- Complete and sign admission forms (e.g.: consent forms, written agreements)
- Compile a personal care plan with all customer's relevant documentation including information regarding the customer's capacity (determined by GP), MAR sheets, emergency contacts, etc.

#### 4.2. Reviewing the customer's care plan on a regular basis which entails:

- Organising a date and time in which the customer, his/her family and any other relevant professionals involved in support could all meet to review the customer's care plan
- Once review has been conducted, complete a minute of review and adjust plan and risk assessments if required
- Feedback any new goals from present reviews to staff and ensure they have the skills and resources to action these

4.3. Examining all customer's activity reports in order to ensure appropriate support is being delivered, to facilitate a consistent care approach and to identify and address any matters which could be affecting the customer's well-being (e.g.: health issues, problems with staff conduct, etc.). This activity implies:

- Checking that all activity reports are congruent with the information displayed in the rota (e.g.: time/hours of care, mileage declared, name of staff member who has supported the customer, etc.)
- Carefully reading all staff narrative reports in order identify any indicators of existing and/or potential problems (e.g.: a deterioration in the customer's health)
- Notify staff and/or other individuals involved in the customer's care of any information which could be relevant to meet the customer's care and support needs
- Adopting a proactive approach in addressing any areas of concern (e.g.: contacting health professionals, social services).

4.4. Keeping plans up-to-date by making changes as circumstances occur (e.g.: deterioration of health).

4.5. To bring to the attention, verbally or in writing, to staff that the plans have been prepared or updated.

## **5. Liaising with families, health and care professionals and social workers**

5.1. To communicate regularly with the customer's family, carers and other health and safety professionals to ensure care and support plans meet the customers' preferences and support needs.

5.2. To provide families/ carers with information, tools, resources, support and guidance to carry out complex tasks.

5.3. To coordinate efforts with Local Authorities and Social Work in order to ensure customers are safe from violence, exploitations and abuse at all times. This may imply:

- Preparing reports
- Organising meetings (e.g.: with school staff, social workers)
- To increase support to staff dealing with protection issues.

## **6. On-call duties**

6.1. Be available out of hours to provide support to customers and/or operational guidance to staff. This activity might imply:

- Effectively responding to unplanned / unexpected events (e.g.: a maintenance problem in the customer's home, a crisis in the customer's family) by arranging support with suitable staff and /or by directly supporting the customer (e.g.: visiting the customer at home)
- Arranging staff covers if an employee phones sick
- Providing support to staff on how to respond to unusual or emergency circumstances (e.g.: a violent behaviour episode, an emergency over night, etc.) over the phone or in situ.

**This role may also include:**

## **7. Update Service Database (ISIS)**

7.1. Upon receipt of staff schedules update ISIS with Employee Activity (e.g.: employee sickness, holiday, accidents & incidents, overtime).

## **8. Assessing staff SVQ's (provided A1 Award has been obtained by job holder)**

8.1. Provide assessment support within area of expertise.

8.2. Attendance at internal standardisation meeting.

8.3. Assess one unit in 12-month period to maintain qualification.

8.4. Carry out direct candidate observations to observe their practice.

8.5. Write up report on this direct observation by marking off what performance criteria they have met.

8.6. Set up regular candidate meetings to support them through their written work and advise them on how they can meet their performance criteria.

## **9. Driving duties**

9.1. To transport customers in order to allow them to access facilities and services otherwise unavailable to them.

**Applicable for all roles:**

To undertake any other duties related to the responsibilities of the post and which may be delegated by Capability Scotland management.

**Agreement**

Job holder: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Management Representative: \_\_\_\_\_

Name (Line Manager): \_\_\_\_\_

Date: \_\_\_\_\_

Trade Union Representative: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_